

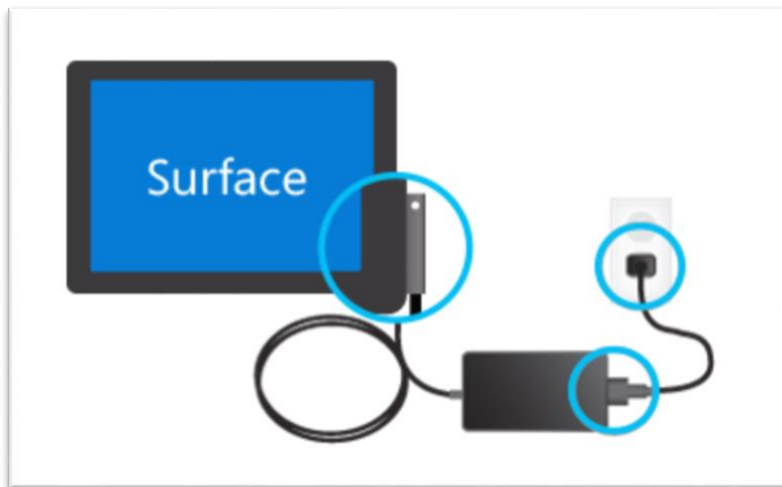
DCPS SURFACE GO BEST PRACTICES



Best Practices for DCPS Surface Go

Introduction:

Highlights for all users to know, a great resource to share with everyone- [Get to know Surface Go](#)



1. How to connect the Type Cover/Keyboard?

- a. The Type Cover attaches magnetically to your Surface. Bring the two closer together until the Type Cover aligns and clicks into place.
- b. Once the Type Cover is connected, it stays put. When you want to remove it, just pull it away.



2. What if the Type Cover/Keyboard is not responding?

- a. Disconnect and reconnect the type cover to the Surface to see if the type cover will respond.
- b. If the type cover does not respond, restart the Surface Device. *Often simply restarting your Surface can solve the problem.*
- c. If the type cover still does not respond, remove type cover and clean the type cover connector prongs. Then try reconnecting
- d. If it still does not respond, **contact your school based POC.**

3. Touchscreen Care

Please see Caring for your Surface device <https://support.microsoft.com/en-us/help/4023504/surface-clean-and-care-for-your-surface>

- a. Scratches, finger grease, dust, chemicals, and ultraviolet light can affect the performance of your touchscreen. Here are a few things you can do to help protect the screen:
 - i. **Clean frequently-** The Surface touchscreen is coated to make it easier to clean. You don't need to rub hard to remove fingerprints or oily spots. Use a soft, lint-free cloth (either dry or dampened with water or eyeglass cleaner—never glass or other chemical cleaners) or a screen cleaning wipe to gently wipe the screen.
 - ii. **Keep it out of the sun-** Don't leave your Surface in direct sunlight for a long time. Ultraviolet light and excessive heat can damage the display.
 - iii. **Keep it covered-** Close the cover when you're taking your Surface with you, or if you're not using it.

4. Cover and keyboard care

- a. There's not much you need to do to keep the Touch Cover or the Type Cover working its best. To clean it, wipe with a lint-free cloth dampened in mild soap and water. Don't apply liquids directly to your Surface or to the cover. Do this often to keep your Touch Cover or Type Cover looking great.
- b. If the spine or magnetic connections of your cover get dirty or stained, apply a small amount of isopropyl alcohol (also called rubbing alcohol) to a soft, lint-free cloth to clean.

5. Physically Cleaning the Devices

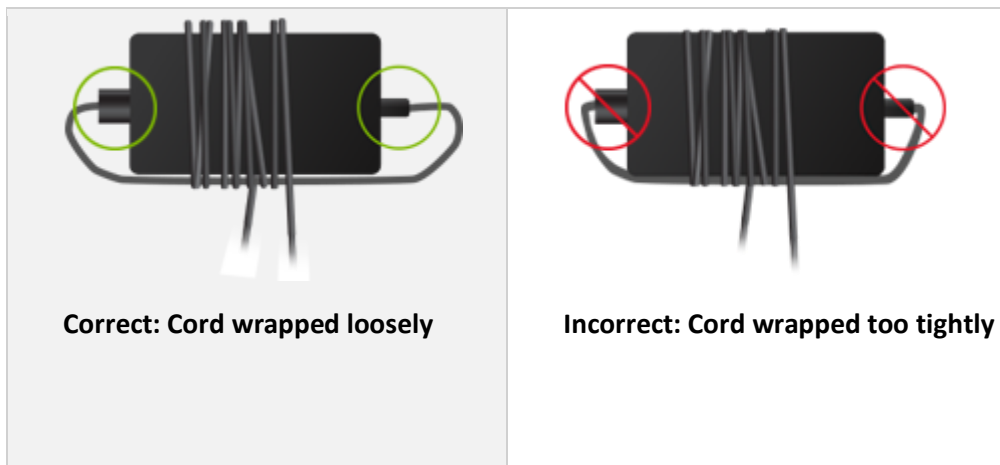
The list of wipes below is used for general cleaning*. The wipes are tested against the device chassis, screen, and our accessories including the fabric used in Surface Go and type covers. We test with the following 5 wipes for cleaning:

- i. PDI Sani-Cloth Plus
- ii. Covidien Alcohol Prep Pads
- iii. Cavi Wipes
- iv. Clorox Wipe: Bleach Germicidal
- v. Total Solutions Wipe

*Cleaning referenced above is a simple method for cleaning the device. Microsoft does not make any claims around sanitizing effectiveness of these third-party products.

6. Power cord care

- a. Power cords, like any other metal wire or cable, can be weakened or damaged if repeatedly twisted or bent in the same spot. Here are a few things you can do to keep your power cord from being damaged:
- b. **Avoid twisting or pinching your power cord.**
- c. Don't wrap your power cord too tightly, especially around the power brick. Instead, wrap it using loose coils rather than tight angles.



- d. **Inspect your power cord regularly, especially where it joins the power brick.**
- e. Avoid pulling on the power cord when unplugging your Surface. Gently removing the connector from the charging connector can help prevent damage to your power cord.



- f. If you find any damage on any part of your Surface chargers' cords, stop using the cord and [contact school based POC](#) for support options.

7. Surface won't turn on or wake from sleep

If your Surface won't turn on, won't wake up, or has a black screen without a Surface logo, you can try a few things to get it working again.

Disconnect accessories and make sure your Surface is charged

Things that you've connected to your Surface might be preventing it from turning on. Here's how to check if that's the problem:

- a. Disconnect any USB drives, SD cards, USB accessories, external monitors, docks, or anything else you've connected to your Surface. Then try turning it on – if that works, the accessory may be the problem.
- b. If that didn't work, connect the power supply that came with your Surface.
- c. When your Surface is plugged in with the original power cord, charge it for 15 minutes. Then press the power button to turn on your Surface. If the power connector light doesn't turn on or if it flashes, see [Surface battery won't charge](#).

Wake with keyboard and tablet shortcuts

If recharging your Surface didn't wake it up, here's a couple things to try.

- a. Connect to a keyboard or use an integrated keyboard. Then press the **Windows logo key + Ctrl + Shift + B**.
- b. If you're in tablet mode, quickly press the volume-up and volume-down buttons three times.

Force a restart of Surface device

- a. Hold the power button and volume up + button for 15 seconds to force a restart and this often can solve

8. Surface battery won't charge or Surface won't run on battery

You may have a problem with your battery or with Windows recognizing your battery if you experience the following issues:

- Surface and Windows start but you're having trouble charging your Surface.
- You receive a low-battery error.
- Surface turns off when you unplug it.

Use the following steps to help you identify the problem. If you've gone through the troubleshooting steps and your Surface still won't charge, [contact school based POC](#).

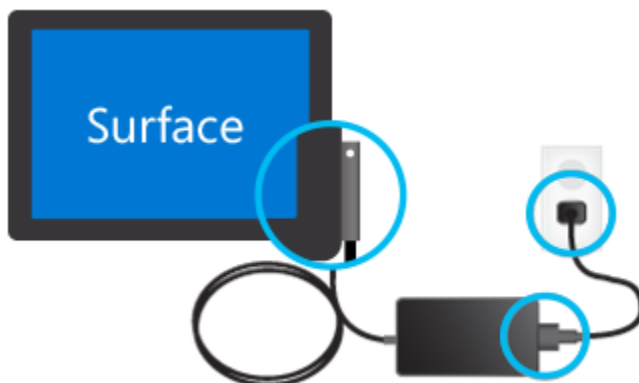
Check the connections

First, check for things that might prevent your Surface or Windows from starting or the battery from charging. Make sure that the connections are secure and that nothing is plugged in to the USB charging port on the power supply. Here're some tips:

- If your battery is completely drained, a Surface Dock may not be able to fully charge your device. Instead, use the power supply that shipped with the device. After your device has charged with the power supply for five minutes, again use the Surface Dock to continue charging.
- If you see any damage to the charging port, power connector, or power cord, [contact school based POC](#).

We strongly recommend that you use only the genuine Microsoft or Microsoft-licensed power supply that came with your Surface or was purchased separately to charge the battery. You can purchase Microsoft-licensed power supplies from the [Microsoft Store](#).

Make sure that the connections are secure and that nothing is plugged in to the USB charging port on the power supply.





a. Check the power connector light

The LED light should be on when your power connector is plugged into your Surface.

When the light is	It means
Off	Make sure that the connector is fully clicked into the device, and then try moving the power supply to another wall outlet. If the LED light remains off, you may need to replace your power supply. For more info, see What to do if your Surface power supply or charger doesn't work .
Blinking or flashing white	Remove the power connector from your Surface and check for damage or debris that could cause a bad connection. If the light continues to flash, you may need to replace the power supply. For more info, see What to do if your Surface power supply or charger doesn't work .
Solid white	If the power connector light is on but you still have the problem, go to the Check battery and icon status on your Surface section.

c. Shut down and charge your Surface

Turn off your Surface and charge it for awhile. Here's how:

1. Make sure the power supply is connected and the power connector light is on.
2. Select the **Start**  > **Power**  > **Shut down**.
3. Let your Surface charge for at least 30 minutes.
4. Press and release the power button to turn your Surface on.

Force a shut down and restart

Try forcing a shut **down and restart**. To find out how, see [Force a shut down and restart your Surface](#).

9. What to do if your Surface power supply or charger doesn't work?

If the LED light on your Surface charger is blinking, flashing, off, or on (but your Surface still isn't charging), here's what to do:

- a. **Check cables:** Unplug and disconnect all the cables (including the two parts of the charger, power strips, and USB accessories). Clean everything with a soft cloth, and check for any damage. (Be sure to replace damaged cables.)
- b. **Plug it in the other way:** Flip the charger 180 degrees, and check to see if the LED light comes on and if your Surface starts charging again.
- c. **Try a different power source:** Plug the charger into another outlet, surge protector, or power strip.
- d. **Still having issues.** To replace your power supply, **contact your school based POC.**
- e. Surface power supplies are designed to work with Surface. We strongly recommend only using a genuine Microsoft or Microsoft-licensed power supply, one that either came with your Surface or was purchased separately, to charge the battery.

10. How to Check the battery icon status on your Surface?

For info about charging and battery status, view the battery icon at the right side of the taskbar. Look at or select the battery icon to view your battery status in the desktop notification area, and then select the section below that matches what you see on your screen.

a. **Plugged in, not charging**

The battery icon shows a power plug on the taskbar, but when you click on the battery icon, it shows **Plugged in, not charging**. This means that your Surface detects the power supply but is not charging the battery. Your Surface may turn off when you unplug it. Here's what to do: **contact school based POC.**

b. **Battery not detected**

The battery icon shows a power plug and a red X on the taskbar. It may also turn off immediately when you unplug it. This means that your Surface detects the power supply but can't detect the battery. If your Surface turns off when you unplug it: **contact school based POC.**

c. **Plugged in, charging (won't run on battery)**

The battery icon shows a power plug on the taskbar, and the battery shows a charge. This means that your Surface detects the power supply and is trying to charge the battery. Your Surface turns off when you unplug it.




Clean the connector on your power supply

- i. Unplug the power supply from the wall.
- ii. Clean the pins on the connector with a pencil eraser. Rub the eraser back and forth across the pins.
- iii. Wet a cotton swab in rubbing alcohol. Clean the pins on the long, narrow part of the charger that you plug into your Surface. Rub the cotton swab back and forth across the pins. After you are done cleaning the pins, make sure all the pins on the connector are dry, plug the power supply into the wall, and then plug the connector back into your Surface.

If you've tried everything and you're still having issues, [contact school based POC.](#)

11. Force a shutdown and restart your Surface Go

If your Surface stops responding, or hangs, use the following methods to force a shutdown, and then restart.

Be aware, though, that whenever possible, you should shut down your Surface in the normal manner: Select **Start**  > **Power**  > **Shut down**  or press and hold the power button until the **Slide to shut down your PC** screen appears (about 4 seconds), and then slide down.

Force a shutdown & restart of the Surface Go

- i. Press and hold the power button until the screen turns off (about 10 seconds), then release the power button.
- ii. Press and release the power button to turn your Surface back on. You should see the Microsoft logo.
- iii. If that doesn't work, here's how to make sure your Surface turns off completely:
- iv. Press and hold down the power button until your Surface restarts and you see the Windows logo screen (about 20 seconds), then release the power button.

12. What if you have run the trouble shooting methods listed above and the Surface is still not working correctly?

- a. If this does not solve the problem, [contact school based POC.](#)

13. Where do I find the serial number on the Surface devices?

Find the Serial Number in the Surface app

The easiest way to find your serial number is in the [Surface app](#). Open the app (search for **Surface** in the search box on the taskbar), and your serial number is listed under **Your Surface**.

Find the Serial Number in Settings

Here's another quick way to find the serial number:

1. Select **Start** > **Settings** > **System** > **About**.
2. On this page, find **Windows Specifications**, and look for your **Serial number**.

Find the Serial Number on your Device

Surface Surface Go models Surface RT—To find the serial number on your Surface device, flip out the kickstand and look for the string of numbers near its base.

